



ServiceWare Resources for Android

Release notes 8.4.2

Serviceware Resources for Android 8.4.2

Introduction

This document describes the changes to the Serviceware Resources for Android app, version 8.4.2.

This version includes important fixes for performance and connectivity issues.

We hope you will enjoy using this new version of Serviceware Resources for Android and we would like to hear your feedback. You can send this by email (service@serviceware-benelux.com) or use our support phone number: 0031 (0)71-5680310.

Leiden, February 24, 2025

Serviceware Benelux

Part of Serviceware SE

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1 Fixed issues

1.1 Incorrect detection of offline mode

When any connection was lost (mobile network or Wi-Fi), the application would incorrectly consider itself offline, even if another connection was still available. This issue was particularly noticeable when the device switched from a mobile network to a Wi-Fi connection. The application now correctly detects that, even though one connection is lost, other connections may still be available.

1.2 Agenda being refreshed twice after processing sync actions

When a sync action was performed (e.g., starting a registration or adding a dynamic form), the agenda was retrieved twice from the mobile API. This caused an unnecessary load on the server and, more importantly, led to the application using resources to store the result twice. Now, the agenda is only refreshed once after the sync actions have been processed.

1.3 Performance issues agenda list

Performance issues were found in the agenda list, causing it to occasionally freeze while loading data due to the local database being too busy processing other data (e.g. storing the agenda data). Data retrieval has now been optimized to require fewer database calls.

1.4 Untouched barcode array fields not failing required check

In dynamic forms, if a barcode array field was left untouched, it would not fail the required check when users were supposed to explain deviations from the required values. This allowed forms to be submitted without any barcodes being scanned. Now, if the barcode array field is configured as required and has not been used, it will correctly display a required warning to the user where they need to agree and/or explain the deviation.

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2 Installation requirements

The following items are required for the installation of Serviceware Resources for Android 8.4.2:

- › Serviceware Resources for Android 8.4.2 is compatible with all Serviceware Resources (web) versions in the 7 and 8 series.
- › Windows Server 2008 SP2 or higher. In the case of the server having Windows Server 2008 installed, it needs to have at least Service Pack 2 or higher. Windows Server 2008 SP1 is not supported because of an issue with Microsoft .Net.
- › The webserver needs to have Microsoft .Net 4.7 Full installed and patched at least up to version 4.7.1.
- › The Android devices require at least Android version 6.0, but we recommend a minimum of Android 8.
- › Total list of supported Android versions:
 - › Android 6 (Api 23)
 - › Android 7 (Api 24) / 7.1 (Api 25)
 - › Android 8 (Api 26) / 8.1 (Api 27)
 - › Android 9 (Api 28)
 - › Android 10 (Api 29)
 - › Android 11 (Api 30)
 - › Android 12 (Api 31) / 12.1 (Api 32)
 - › Android 13 (Api 33)
 - › Android 14 (Api 34)

For a complete list of hardware and software requirements, see: “[Serviceware Resources - Hard- and Software specifications_EN_v83](#)”.